



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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April 29, 2010

TO: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **NEW eHR PAYROLL SYSTEM SUPPORT**

I am pleased to inform you that we have successfully completed the first semi-monthly payroll run for the April 30, 2010 payday under the new eHR Payroll System. We have printed employee direct deposit pay statements and paper warrants, transmitted bank files to the employees' bank accounts and determined that all tests for accuracy and reasonableness have been positive.

The next step is to provide expert support to County departments during the upcoming weeks in answering employee questions, providing additional training, updating data into the eHR System, etc. Below are the highlights of our support plan.

- **On-site Teams at Large Departments** – A team of up to three staff will be on-site at five County departments (Health Services, Sheriff's, Probation, Fire and Public Social Services) for four days (April 30th, May 3rd, May 14th and May 17th).
- **Shared Services** – A team of four staff will be on-site at the Auditor-Controller's (A-C) Shared Services Division for the same four days. Shared Services is responsible for payroll functions of twenty County departments.
- **Remaining Departments** – Four staff will be assigned to be the point of contact for the payroll sections in the remaining departments. These employees will

contact each assigned department to provide their phone/email and offer assistance to address issues.

- **Document Entry** – During the week of April 19th, Countywide Payroll staff assisted departments in updating documents to the new eHR Payroll System. The same support plan will be available for the next payroll run.
- **Targeted Training** – We have identified areas where departments need additional training and clarification. We are preparing additional training material and contacting those departments that need our help.

Third-Party Agencies/Unions - Similar to the document entry support being provided to County departments, the eHR Project Team have been monitoring the Third-Party Agencies document entry to ensure there were no problems and that rejected documents were corrected.

We provided training to SEIU's member Resource Center who will be assisting in answering calls from members regarding the new pay statements. In addition, we are providing contact information to the union leadership to inform A-C managers directly if they are experiencing problems or see areas of concern.

If your Board receives any calls/complaints about the eHR Payroll System, please refer them to my Office so that we can track and resolve the issues promptly. If you have any question regarding the eHR Payroll System or our plans to support the departments and County employees, please contact me or your staff may contact Gregg Iverson at (213) 974-8401.

WLW:MMO:RAD

c: William T Fujioka, Chief Executive Officer
Department Heads
Public Information
Audit Committee